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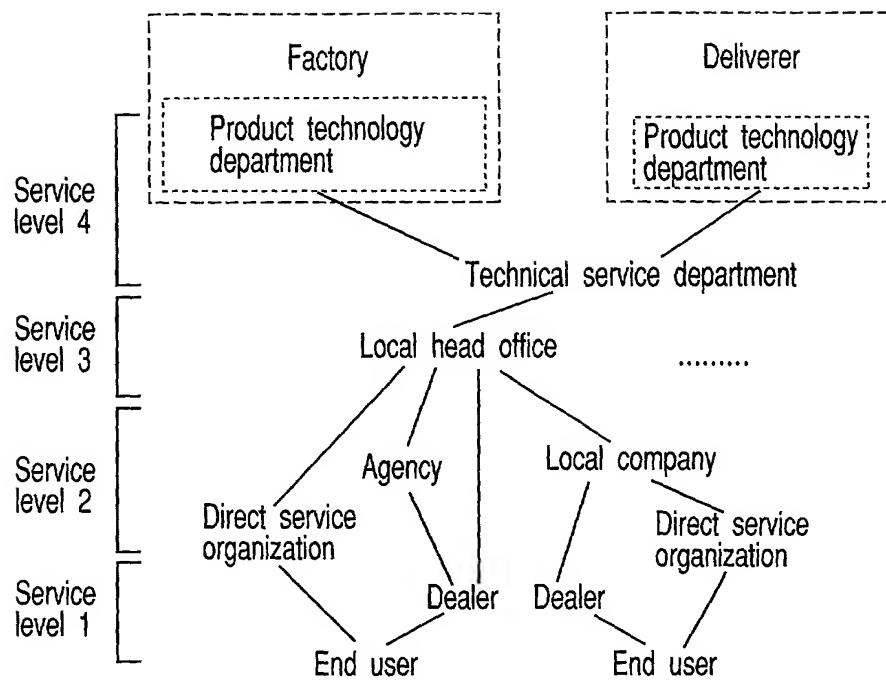


FIG. 1

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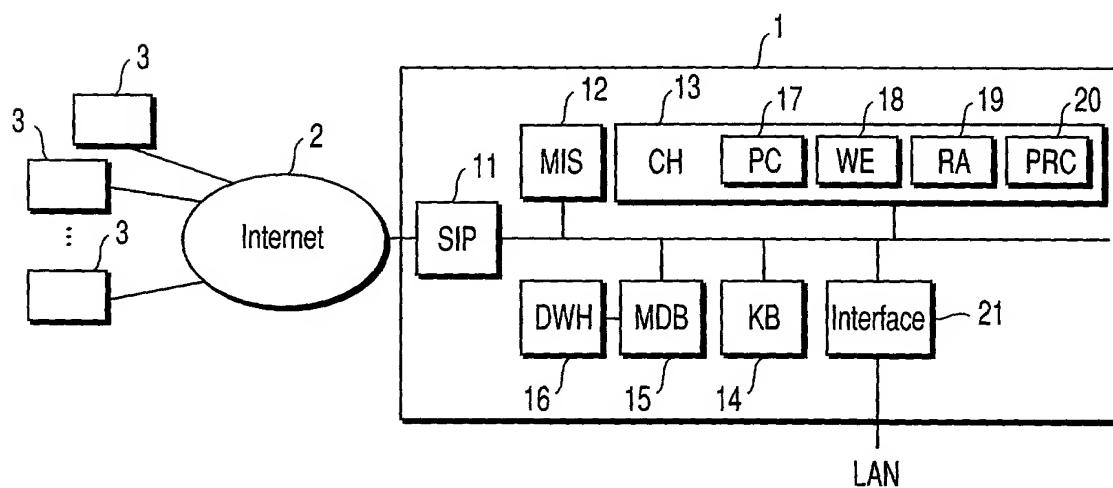


FIG. 2

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No.	Analysis / determination item
1	Delivery situation of defective service part
2	Machine market operation reliability of defective product
3	Report situation to call center of the occurrence of complaints that are same as given complaint
4	Identical problem situation of maintenance service information about the occurrence of complaints that are same as given complaint
5	Setup report situation about the occurrence of complaints that are same as given complaint
6	Compensation situation of defective product
7	Product sales situation and inventory situation of defective product for the previous month
8	Product sales situation and inventory situation of defective product for the total period
9	Download situation of firmware and drivers corresponding to complaint

FIG. 3

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Points	Range of value X1 obtained from formula of delivery situation of service part
1	$X1 \leq 49$
2	$50 \leq X1 \leq 99$
3	$100 \leq X1 \leq 149$
4	$150 \leq X1 \leq 199$
5	$200 \leq X1$

FIG. 4

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Points	Range of value X2 obtained from formula of machine market operation reliability information
1	$X2 \geq 100$
2	$99 \geq X2 \geq 75$
3	$74 \geq X2 \geq 50$
4	$49 \geq X2 \geq 25$
5	$24 \geq X2$

FIG. 5

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Points	Range of value X3 obtained from formula of report situation to call center
1	$X3 \leq 0.9$
2	$1 \leq X3 \leq 3$
3	$4 \leq X3 \leq 6$
4	$7 \leq X3 \leq 10$
5	$11 \leq X3$

FIG. 6

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Points	Range of value X4 obtained from formula of identical problem situation of maintenance service
1	$X4 \leq 0.9$
2	$1 \leq X4 \leq 3$
3	$4 \leq X4 \leq 6$
4	$7 \leq X4 \leq 10$
5	$11 \leq X4$

FIG. 7

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Points	Range of value X5 obtained from formula of setup report situation
1	$X5 \leq 2.4$
2	$2.5 \leq X5 \leq 4.9$
3	$5.0 \leq X5 \leq 7.4$
4	$7.5 \leq X5 \leq 9.9$
5	$10.0 \leq X5$

FIG. 8

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Points	Range of value X6 obtained from formula of compensation situation of model
1	$X6 \leq 2.4$
2	$2.5 \leq X6 \leq 4.9$
3	$5.0 \leq X6 \leq 7.4$
4	$7.5 \leq X6 \leq 9.9$
5	$10.0 \leq X6$

FIG. 9

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Points	Range of value $(X7/X8)$ obtained from formula of product inventory situation of model
1	$(X7/X8) \geq 100$
2	$99 \geq (X7/X8) \geq 75$
3	$74 \geq (X7/X8) \geq 50$
4	$49 \geq (X7/X8) \geq 25$
5	$24 \geq (X7/X8)$

FIG. 10

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Points	Range of value X9 obtained from formula of download situation of firmware and drivers corresponding to complaint
1	$X9 \leq 24$
2	$25 \leq X9 \leq 49$
3	$50 \leq X9 \leq 74$
4	$75 \leq X9 \leq 99$
5	$100 \leq X9$

FIG. 11

No.	Weight setting
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1

FIG. 12

Rank	Points
A	45~31
B	30~16
C	15 or less

FIG. 13

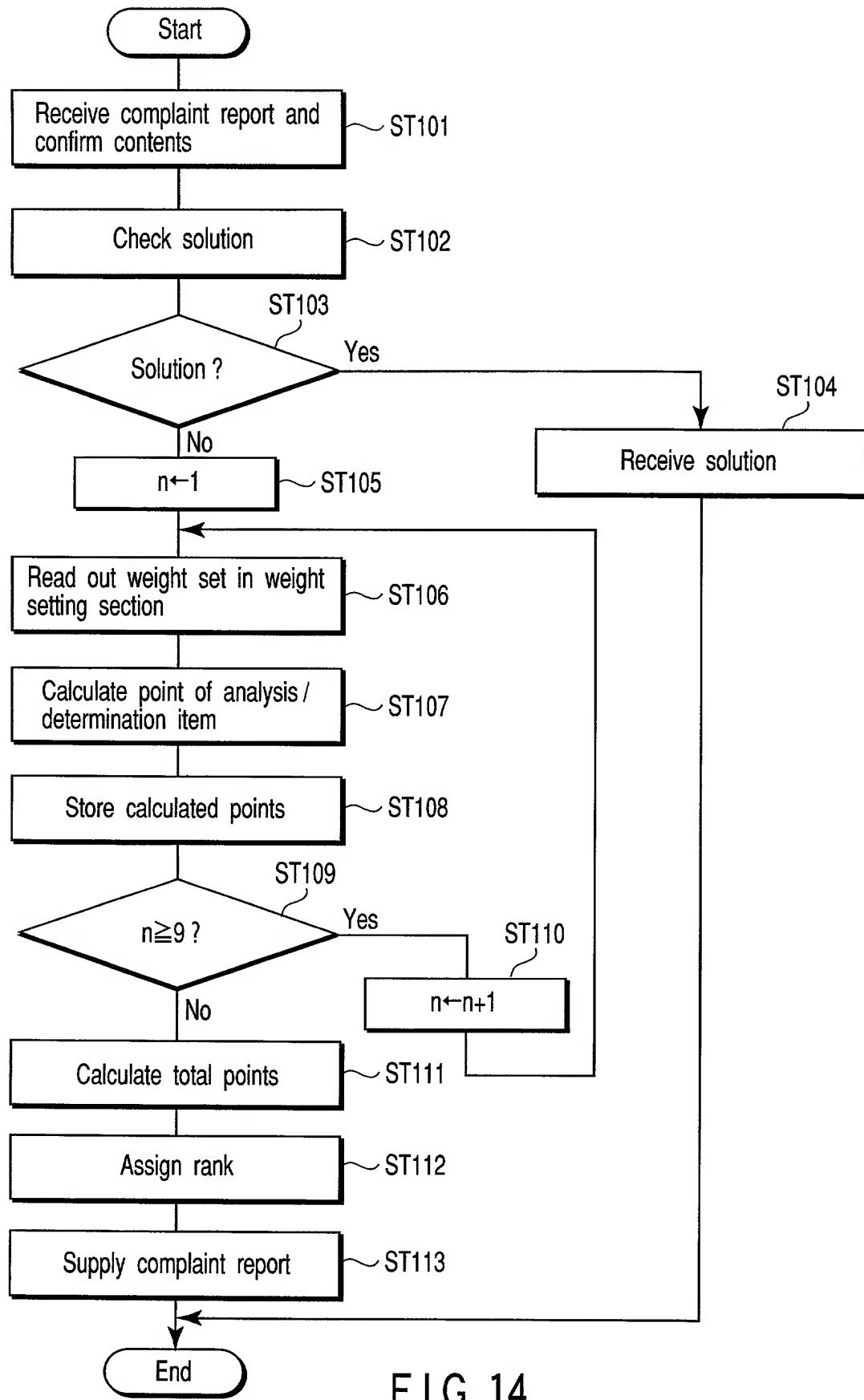


FIG. 14